

Customer Experience Management

An initiative to know our customer better

Stakeholders Newsletter

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Readymix Muscat LLC
Premix LLC



Are We Connected?

Customer Experience Management is a new initiative by Readymix Muscat LLC/Premix LLC for understanding their customers needs better and resolving their grievances in a fast & transparent way in order to deliver a much improved overall customer experience.



Why do we need Customer Experience Management?

At the organizational level, we realized the need for an initiative which listens and handles both complaints and suggestions of our valued customers to provide:

180° feedback: The idea is to get the feedback on our quality & service from the very people whom we are serving on a day to day basis.

Continuous Evaluation: Through the initiative of Customer Experience Management, we would be evaluating our performance on a regular & systematic way

Improvement in performance: The valued suggestion & feedback from our customers would help us to introspect and improve our overall service.

Our Process

Customer Satisfaction Survey

Frequency: To begin with, we will be conducting CSS twice every year

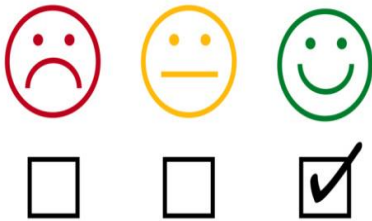
Content & Coverage: Our questionnaire would cover all our departments, viz. sales, technical, operations & finance.

Complaint Management

Acknowledgement: We will acknowledge all written complaints/feedback, allocate a reference number and a single point of contact.

Investigation: We will investigate the complaint/feedback.

Resolution: We will resolve complaint within a specified time frame and close the complaint with customer's acknowledgement



How To Contact Us?



customersupport@readymixmuscat.com

<http://readymixmuscat.com/customer-complaint/>



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